



Colleen Krygier
Director

Mission Statement

The Department of Aging and Adult Services assists seniors, at-risk individuals and adults with disabilities to improve or maintain choice, independence, and quality of life so they may age in place in the least restrictive environment.



GOALS

ASSIST AT-RISK ADULTS AND FRAIL ELDERLY TO MAINTAIN INDEPENDENCE AND LIVE SAFELY

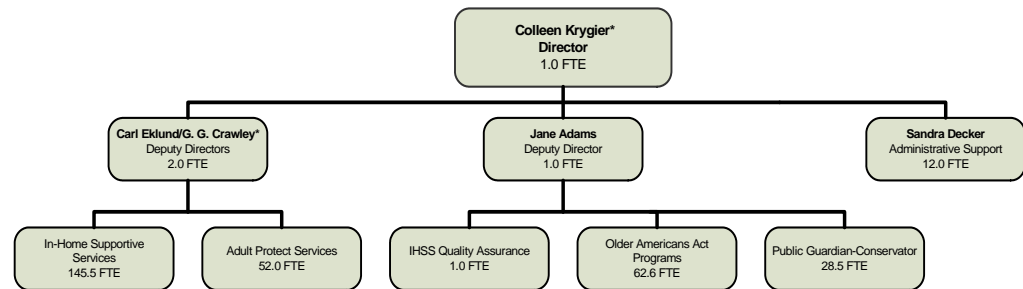
ENSURE THE SAFETY OF AT-RISK ADULTS AND THE ELDERLY

ASSIST SENIORS TO MAINTAIN CHOICES AND IMPROVE QUALITY OF LIFE

ENSURE PUBLIC GUARDIAN PROVIDES TIMELY AND ACCURATE FINANCIAL SUPPORT TO CONSERVATEES

AGING AND ADULT SERVICES

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

The Department of Aging and Adult Services (DAAS) has three major programs areas: Social Service programs, Area Agency on Aging programs, and the Office of Public Guardian/Conservator for the County of San Bernardino.

Social Service Programs:

Adult social service programs administered under the direction of the California Department of Social Services and funding (state and federal) is included in the Human Services Administrative Claim budget. These programs are In-Home Supportive Services (IHSS) and Adult Protective Services (APS).

Area Agency on Aging Programs:

Senior programs are administered under the direction of the California Department of Aging and the funding is under the Older Americans Act (federal) and Older Californians Act (state). These programs are budgeted in the Humans Services Aging budget. The major programs include Senior Supportive Services, Senior Information and Assistance (SIA), Elderly Nutrition, Ombudsman Program, Senior Community Service Employment Program (SCSEP), Multipurpose Senior Services Program (MSSP) and the Linkages Program.

Office of Public Guardian/Conservator:

The Public Guardian/Conservator, is the conservator of individuals who are found to be gravely disabled or to lack the capacity to manage their finances and provide for their own care and where no other individual (relative, friend, or private conservator) is willing/able to fulfill this function, as determined by the court. The conservator is responsible for the conservatees finances, medical care decisions, and placement. The two types of conservatorship are Probate and Lanterman-Petris-Short (LPS).

2008-09 SUMMARY OF BUDGET UNITS

	Appropriation	Revenue	Local Cost	Staffing
General Fund				
Adult Programs	57,814,139	51,365,370	6,448,769	201.5
Aging Programs	10,184,380	8,952,676	1,231,704	75.6
Public Guardian-Conservator	1,166,177	387,792	778,385	28.5
Total General Fund	69,164,696	60,705,838	8,458,858	305.6

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: ASSIST AT-RISK ADULTS AND FRAIL ELDERLY TO MAINTAIN INDEPENDENCE AND LIVE SAFELY IN THE LEAST RESTRICTIVE ENVIRONMENT.

Objective A: Complete annual re-evaluation process for IHSS customers within state timeframes.

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
1A. Percentage of IHSS annual re-evaluations (RV) completed within state timeframes.	97%	95%	90%	90%	90%

Status

The IHSS Quality Assurance Program continues to identify areas for improvement that will enhance customer service. Targets were developed using the state mandated timeframes. This will continue to be a challenge due to the current fiscal environment and allocation reductions in 2008-09.

GOAL 2: ENSURE THE SAFETY OF AT-RISK ADULTS AND THE ELDERLY TO IMPROVE OR MAINTAIN QUALITY OF LIFE.

Objective A: Respond to emergency APS referrals within state mandated timeframes.

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
1A. Percentage of emergency APS referrals responded to within the state mandated timeframes.	92%	96%	100%	100%	100%

Status

APS emergency referrals are to be responded to within the 24-hour state mandate. Action plans to review and improve the referral process are being developed with an implementation date of January 2009. Improvement of the data tracking system for APS is in development, which will provide additional response information.

DAAS selected these goals for the Adult Programs because they are closely tied to the department's mission statement elements of choice, independence and quality of life. Federal and state funding limits in both these programs has resulted in a reduced level of staffing and ongoing challenges to meet these regulatory mandates.

Accomplishing these objectives will ensure that the safety of at-risk adults and elderly, and prevention of premature placement remains a primary focus.

GOAL 3: ASSIST SENIORS TO MAINTAIN CHOICES AND IMPROVE QUALITY OF LIFE BY INCREASING KNOWLEDGE AND AWARENESS OF AVAILABLE PROGRAMS AND ASSISTANCE.

Objective A: Increase SIA outreach efforts.

2007-08 ACCOMPLISHMENTS

- ❖ Completed Department Emergency Operations Plan and participated in the Great California Shake-Out in November 2008
- ❖ Received National Association of Counties award for implementing the Emergency Calls/Awareness Program to ensure wellness and safety of seniors
- ❖ Received Archstone Grant to develop a Multi-Disciplinary Team that addresses the unmet needs of elders with impaired capacity who are at risk of abuse
- ❖ Hosted "Celebrating Seniors Healthy Aging" events providing opportunities for outreach and information to seniors
- ❖ Implemented the Healthy Aging & Activity Program. Purchased and installed Wii systems and TV's for use in Senior Centers throughout the county
- ❖ Implemented the Senior Service Providers Coalition Forum of Best Practices and Education to share ideas about programs and services for seniors

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
3A. Percentage of increase of SIA individual customers contacted.	29%	4%	8%	8%	8%

Status

The department's outreach efforts by SIA have targeted older individuals within the county while placing emphasis on older individuals who are isolated, have Alzheimer's disease or related disorders, have the greatest economic need and the greatest social need as mandated by the Older Americans Act. DAAS has changed the data collection methodology to improve the accuracy and to eliminate duplicate contact information.

This objective remains a major focus, as information on programs and services is a vital link to ensuring senior safety and independence.

GOAL 4: ENSURE PUBLIC GUARDIAN PROVIDES TIMELY AND ACCURATE FINANCIAL SUPPORT TO CONSERVATEES.

Objective A: Ensure financial obligations of conservatees are met in a timely manner.

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
4A. Percentage of conservatees financial obligations paid within ten days of receipt at DAAS.					70%

Status

This is a new goal for 2009-10. DAAS selected this goal for the Public Guardian Program based on the legal obligation to safeguard the conservatee and the conservatee's estate. Accomplishing this goal will ensure that individuals placed under conservatorship receive the services needed to maintain them in the least restrictive and safest environment. The Public Guardian Office responsibility to ensure the conservatees needs are met includes ensuring their financial obligations are met timely and accurately. The new objective to pay the conservatees' bills within 10 days ensures that these financial obligations are being met.

Goal 4 (Ensure Public Guardian Conservatees Reside In Appropriate Settings And Receive Needed Services) and related objectives in the 2008-09 Business Plan are being removed since safety of at-risk potential conservatees has improved as a result of the improved coordination with APS. Also, the individual situations of persons who are at risk of probate conservatorship varies with each case and limits the ability to complete these investigations within a standardized timeline.

2009-10 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING

The department is not requesting any additional general fund financing for 2009-10.

2009-10 PROPOSED FEE ADJUSTMENTS

The department is not requesting any proposed fee adjustments for 2009-10.

If there are questions about this business plan, please contact Linda Nelson, Staff Analyst II, at (909) 891-3916.

